***Commonwealth of Massachusetts***
***Executive Office of Health and Human Services***
***Division of Medical Assistance***
*600 Washington Street*
*Boston, MA  02111*
*www.mass.gov/dma*

**MassHealth**
**All Provider Bulletin 117**
**December 2002**

**TO:**   All Providers Participating in MassHealth

**FROM:**   Wendy E. Warring, Commissioner

**RE:**   **New Options for Claim Status Requests**

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*New Claim Status Request and Response Transaction Options*

This month the Division of Medical Assistance (Division) is scheduled to implement two new options for checking the status of a MassHealth claim (except pharmacy claims):  a PC software method, and a Web-based application.  The new options were developed to meet the Health Insurance Portability and Accountability Act (HIPAA) standards for the Claim Status Request and Response transactions (also known as 276/277 transactions).  Providers may also continue to call MassHealth Provider Services to check claim status; however, all limitations on this method remain in place.

Please view these new claim status options as additional tools to provide you with information regarding the status of your claim, **after** it has been adjudicated.  Since HIPAA mandates that these transactions use a different and smaller set of edit codes than MassHealth, you will also want to refer to your MassHealth remittance advice when reconciling your accounts.

Enclosed is a Specifications Addendum for the Claim Status Request and Response Transaction and a MassHealth Trading Partner Agreement (TPA).  This addendum applies immediately to the new software and Internet options.

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*Trading Partner Agreement*

If you would like to start using the PC software and/or the Web-based application, you must complete a MassHealth TPA, **if you have not already done so**, and **return it to Electronic Data Systems (EDS)** at the following address:

> EDS
> ATTN:  Provider Services
> 155 Federal Street, 6th Floor
> Boston, MA  02110.

*Trading Partner
Agreement*
(cont.)

Note that the MassHealth TPA has been revised.  If you already submitted a signed TPA, you **do not** have to sign another one.  If you do want to sign this updated agreement, submit it to EDS.

The Trading Partner Agreement takes effect when it is signed by you and received by us.  A signature by the Division is not required to make the agreement binding on the Division.  If your facility uses more than one "Pay- to" provider number, a TPA must be signed for each provider number.

*New Software for
Eligibility Verification*

Also this month, the Division and EDS are releasing the updated Recipient Eligibility Verification System (REVS) PC software version 2.1 access method to generate a HIPAA-compliant Eligibility Inquiry and Response Transaction (also known as the 270/271 transactions).  The software allows you to save MassHealth member information, send batch eligibility inquiries, and store them for your records.

*Updated POS Device*

MassHealth will soon be updating the eligibility verification Point-of-Service (POS) device access methods to comply with HIPAA standards.  This will be a gradual process that will begin sometime in December and continue throughout the winter of 2003.  Instructions for the new POS device log-in process will be distributed in the monthly report to POS users, and will be posted on the REVS Web site at: https://www.massrevs.eds.com.

*Updated AVR System*

The Automated Voice Response (AVR) system will also be updated this winter to comply with HIPAA standards.  A log-in process will be required to gain access.  You will receive more information about this soon.

*Eligibility Operator*

The Eligibility Operator will also require that callers provide their user ID and password to access REVS data.  This transition will occur in December.  For those users of this emergency back-up option, the Eligibility Operator will inform you of the impending change in December, when you call to verify eligibility.

*Summary of Transaction Options*

The table below lists some of the transaction options that have been developed or are being developed to meet the Health Insurance Portability and Accountability Act (HIPAA) standards. The table includes options by transaction type, the date of availability for use, Trading Partner requirements, and documentation availability, indicated by a ✔ as applicable.  If you have questions about the transactions or documents listed below, call the EDS HelpDesk at 1-800-462-7738.

| Transaction Type | Transaction Option | Date Available | *Trading Partner Agreement Required | DMA Documentation Available | | | |
|---|---|---|---|---|---|---|---|
| | | | | User Guide | Companion Guide | Instruction Guide | Specifications Addendum |
| Eligibility 270/271 | WebREVS | Aug. 2002 | ✔ | ✔ | N/A | N/A | ✔ |
| Eligibility 270/271 | PC Software version 2.1 | Dec. 2002 | ✔ | ✔ | ✔ | N/A | ✔ |
| Eligibility 270/271 | POS | Dec. 2002 | ✔ | ✔ | N/A | ✔ | ✔ |
| Eligibility 270/271 | AVR | Jan. 2003 | ✔ | N/A | N/A | ✔ | ✔ |
| Eligibility 270/271 | Eligibility Operator | Dec. 2002 | ✔ | N/A | N/A | N/A | ✔ |
| Claim Status 276/277 | WebREVS | Dec. 2002 | ✔ | ✔ | N/A | N/A | ✔ |
| Claim Status 276/277 | PC Software version 2.1 | Dec. 2002 | ✔ | ✔ | ✔ | N/A | ✔ |

**\*Only one** Trading Partner Agreement (TPA) needs to be submitted to conduct any transaction.

Send your completed MassHealth TPA to Electronic Data Systems (EDS) at the following address:

> EDS
> ATTN:  Provider Services
> 155 Federal Street, 6th Floor
> Boston, MA  02110.

# MassHealth
# Trading Partner Agreement

This Trading Partner Agreement ("Agreement") is made as of _____ 200__, between the Division of Medical Assistance ("Division") and

_____     _____ ("Trading Partner").

      *Trading Partner Name (please print)*              *Provider No.*

The Trading Partner intends to conduct MassHealth transactions with the Division of Medical Assistance in electronic form. Both parties acknowledge and agree that the privacy and security of data held by or exchanged between them is of utmost priority. Each party agrees to take all steps reasonably necessary to ensure that all electronic transactions between them conform to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and regulations promulgated thereunder. Without limiting the generality of the preceding sentence, the parties agree as follows:

1. Each party will take reasonable care to ensure that the information submitted in each electronic transaction is timely, complete, accurate, and secure, and will take reasonable precautions to prevent unauthorized access to (a) its own and the other party's transmission and processing systems, (b) the transmissions themselves, and (c) the control structure applied to transmissions between them.

2. Each party is responsible for all costs, charges, or fees it may incur by transmitting electronic transactions to, or receiving electronic transactions from, the other party.

3. The Trading Partner will conform each electronic transaction submitted to the Division to the Specifications Addendum applicable to the transaction, and to the applicable Companion Guide. The Division may modify the Specifications Addendum and the Companion Guide at any time without amendment to this Trading Partner Agreement, but the Trading Partner shall not be required to implement such modifications sooner than 60 days after publication of the modified Specifications Addendum or Companion Guide, unless a shorter compliance period is necessary to conform to applicable federal law or regulation. Only the last-issued Specifications Addendum of each type will be effective as of the date specified in the Specifications Addendum. The Division may reject any transaction that does not conform to the applicable Specifications Addendum and the Companion Guide.

4. Before initiating any transmission in HIPAA standard transaction format, and thereafter throughout the term of this Agreement, the Trading Partner will cooperate with the Division and the Division's Business Associates (i.e., vendors who perform certain functions on the Division's behalf) in such testing of the transmission and processing systems used in connection with MassHealth as the Division deems appropriate to ensure the accuracy, timeliness, completeness, and security of each data transmission.

5. Each party is solely responsible for the preservation, privacy, and security of data in its possession, including data in transmissions received from the other party and other persons. If either party receives from the other data not intended for it, the receiving party will immediately notify the sender to arrange for its return, re-transmission, or destruction, as the other party directs.

6. Termination or expiration of this Agreement or any other contract between the parties does not relieve either party of its obligations under this Agreement and under federal and state laws and regulations pertaining to the privacy and security of Individually Identifiable Health Information nor its obligations regarding the confidentiality of proprietary information.

7. The Trading Partner may authorize one or more intermediaries to electronically send or receive MassHealth data on its behalf. Every such intermediary must first be bound by written agreement with the Trading Partner to comply with applicable law and regulations, with the current applicable Specifications Addenda and Companion Guides, and with the terms of this Agreement. The Trading Partner agrees and represents that it will disclose its provider number, user ID number, password, and any other means that enable MassHealth data to be transmitted to or received from the Division, only to intermediaries with whom it has such agreements, or to members of its workforce, whom the Trading Partner has authorized to receive and transmit data on its behalf. The Trading Partner will be bound by and responsible for the acts and omissions of all such persons in the exchange of electronic data with the Division. The Trading Partner shall notify the Division of any event, such as the termination of its relationship with a previously authorized employee or intermediary, that may require action to foreclose submission and receipt of transactions by persons no longer authorized by the Trading Partner to act on its behalf. Use of an intermediary shall not relieve the Trading Partner of any risks or obligations assumed by it under this or any other agreement with the Division, or under applicable law and regulations. The Trading Partner will bear all costs resulting from its use of intermediaries.

8. This Agreement shall take effect and be binding on the Trading Partner and the Division when signed by the Trading Partner and received by the Division. In case of conflict between this Agreement and any prior contracts between the parties, including prior versions of this Agreement, this Agreement will prevail.

_____
Trading Partner Authorized Signature
[manual signature required – no facsimile]

_____
Printed Name of Signer

_____
Date

_____
Telephone Number

_____
E-mail Address

# MassHealth
## Specifications Addendum
## Health Care Claim Status Request and Response
### (ASC X12N 276/277)

All approved Trading Partners of the Division must comply with this Specifications Addendum when conducting Health Care Claim Status Request and Response transactions with the Division.  This Specifications Addendum is incorporated into the MassHealth Trading Partner Agreement as if fully restated therein.  The Division retains the right to modify this Specifications Addendum at any time.  Only the last issued Specifications Addendum of each type will be effective, as of the date specified in the addendum.

1. Applicability:  A Trading Partner may conduct a Claim Status Request and Response transaction with the Division using one of the following transmission options:

    (a) the Division's claim status billing and policy line;

    (b) the Division's Internet Bulletin Board System;

    (c) Windows-based PC software installed on the provider's computer network;

    (d) a Web browser installed on the provider's computer network pointing to https://www.massrevs.eds.com; or

    (e) dial-up access.

    This Specifications Addendum applies only to the transmission methods described in 1(b), 1(c), 1(d), and 1(e) above.

2. Specifications:  When conducting a Claim Status Request and Response transaction via a transmission method described in 1(b), 1(c), 1(d), and 1(e) above, the Trading Partner agrees to:

    (a) prevent unauthorized persons from accessing its computer systems or the computer systems of the Division;

    (b) prevent persons with authorized access to its computer systems or computer systems of the Division from exceeding the scope of their access;

    (c) refrain from circumventing any security mechanism or procedures established by the Division;

    (d) treat its user ID and password confidentially; to change its password regularly; and to notify the Division promptly of any unauthorized use of its user ID or password; and

    (e) require its current and former employees and agents to comply with the terms of its Trading Partner Agreement with the Division and this Specifications Addendum.